



Job Description City of Chicopee

Job Title: Café Assistant/Program Assistant
Department: Council on Aging
Reports To: Director
Grade: A01
Prepared By: Human Resources
Revised: June 2, 2020
Approved By: Council on Aging

Summary: The Café Assistant prepares and stocks the Café on a daily basis. The Café Assistant/Program Assistant is responsible for payments for all items purchased and provides program support to the Council on Aging Director. Responsible for data entry, filing, word processing, maintaining the daily activities board and managing tickets for events. Hours are flexible and may include some Saturday hours.

Essential Duties and Responsibilities for the Café Assistant:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Makes coffee and hot water for the café.
- Supplies the café with cups, silverware, napkins, sugar and sugar alternatives and milk. Removes and stores supplies in the kitchen on a daily basis.
- Cleans the café food case and wipes down the counter, tables and chairs.
- Runs all reports required by Office manager and Auditing department.
- Maintains records for all of café.
- Transfers the proceeds from the day to the Office Manager for deposit.
- May prepare coffee for groups. Works with direct care staff on items needed by groups.
- Cleans any kitchen items/equipment that is used.
- Prepares the menu and food; indicating daily specials.
- Keeps inventory on items as well as proceeds for the day.
- Shops and places orders for food and supplies.
- Any other duties as assigned by COA Director.

Essential Duties and Responsibilities for the Program Assistant:

- Makes copies for program leaders and staff.
- Provides information regarding transportation and programming as necessary.
- Contacts drivers when the Transportation Coordinator is out of the office, relaying information regarding drivers.
- Manages myseniorcenter software and data entry.

- Coordinates special events.
- Prepares supplies for support groups as directed by the Social Service Coordinator and Program Coordinator.
- Assists in publication for newsletter and communications regarding café specials.
- Any other duties as assigned by COA Director.

Supervisory Responsibilities:

There are no supervisory duties.

Qualifications: Completion of a culinary course, or comparable experience working in the food industry. High school diploma, computer skills and either certification in a Food Safety Course or ServSafe Manager Training or completion of such a course within three months of hire. General knowledge of office procedures and experience dealing with the public. Ability to use a computer for word processing and data entry. Ability to use a typewriter and calculator.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirement lists below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

High school diploma or general education degree (GED) with related job requirements preferred. Any equivalent combination of education and/or experience which demonstrates possession of required knowledge, skills and abilities will be considered.

Language Skills:

Ability to read and comprehend simple instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

- Good knowledge of the English language.
- Ability to understand and follow written and oral instructions.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability:

Ability to understand and follow instructions and to work independently when required. Ability to file alphabetically and numerically. Ability to operate a computer and other standard office equipment. Ability to communicate effectively with all members of the public in a courteous and tactful manner.

Physical Requirements:

(The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions).

Tasks require the ability to exert light physical effort in sedentary to light work, which may involve some lifting, carrying, pushing and/or pulling of objects and material of light weight (up to 25 pounds).

Work Environment:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed under typical senior center conditions and performed at the Council on Aging; the noise level is moderate at most times.

Degree of Contact with Others:

Works with staff, volunteers and the public during all hours employed in the senior center.

Signature

Date